

Policies (con't)

Packages.

No big or bulky packages are allowed, two shopping bags only.

Please be a responsible consumer:

- The van will wait 5 minutes at the pick-up location. You must be ready.
- Change or cancel your request for transportation as early as possible.
- No eating or drinking.
- Offensive behavior will not be tolerated.

Cape Ann Transportation Authority
3 Pond Rd.
Gloucester, MA 01930



**Cape Ann Transportation
Authority**



ADA PARATRANSIT SERVICE

**FOR INDIVIDUALS WITH
DISABILITIES**

**Phone: (978) 283-7916
Fax: (978) 283-9456**

CATA's ADA Paratransit Service

Description of Service

CATA's American's with Disabilities Act (ADA) paratransit service is a door to door service for individuals who are unable to use fixed route public transportation due to a physical, mental or cognitive disability.

Eligibility

To qualify for CATA's ADA paratransit service, you must complete the "ADA Paratransit Eligibility Application Form" available by calling (978) 283-7916. Part C of the application must be completed by a physician, health care professional, or rehabilitation professional familiar with your disability. You may also be required to come to the CATA office for a functional assessment.

Policies:

Reservations.

Reservations may be made up to a month in advance by calling (978) 283-7916, but no later than 5:00 PM of the day preceding the date of service.

Cancellations.

Please call to cancel as early as possible but no later than 60 minutes before the scheduled pick-up time.

No Shows.

A "No Show" is when no call to cancel has been received or the call is received less than 60 minutes before the scheduled pick-up time. A pattern or practice of "No Shows" may result in a suspension of service.

Hours of Service.

ADA Paratransit service is available the same hours as the CATA's fixed route bus service.

Days of Service.

ADA Paratransit service is available the same days as CATA's fixed route bus service.

There is no service on major holidays including: New Years', Martin Luther King, Presidents', Patriots', Memorial, July 4, Labor, Columbus, Veterans', Thanksgiving, and Christmas.

Fares.

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|---------------|--------|
| One Zone..... | \$2.00 |
| Two Zone..... | \$2.50 |
| Escort..... | \$2.00 |

For more information:

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